



IOT Service Operations
SLA Compliance
Enterprise Level Agreements
For June 2006

Service Level Agreement

Target Performance

Current Performance

Deployments

Remote Server Installation	5 Business Days after Delivery (98%)		
Local Server Installation	1 Business Day after Delivery (98%)		
Remote Workstation Installation	5 Business Days after Delivery (98%)		
Local Workstation Installation	1 Business Day after Delivery (98%)	97.6%	
Remote Software Installation	3 Business Days after Delivery (98%)		
Local Software Installation	1 Business Day after Delivery (98%)		
Remote Perhipheral Installation	3 Business Days after Delivery (98%)		
Local Perhipheral Installation	1 Business Day after Delivery (98%)		

- In compliance
- Within 3% compliance
- Out of compliance
- Insufficient data available this month